Who installs fiber at the costumer's home?

A strategic look at Field Service Management (FSM) in FTTH environments

The Technician Visit: Just the Tip of the Iceberg

A technician visit may seem straightforward, but behind every fiber installation is a complex web of systems, partners, and processes.

In mature FTTH markets, FSM is not just logistics—it's strategy.

Different Markets
Different Models

Which FSM organizational model are you in?
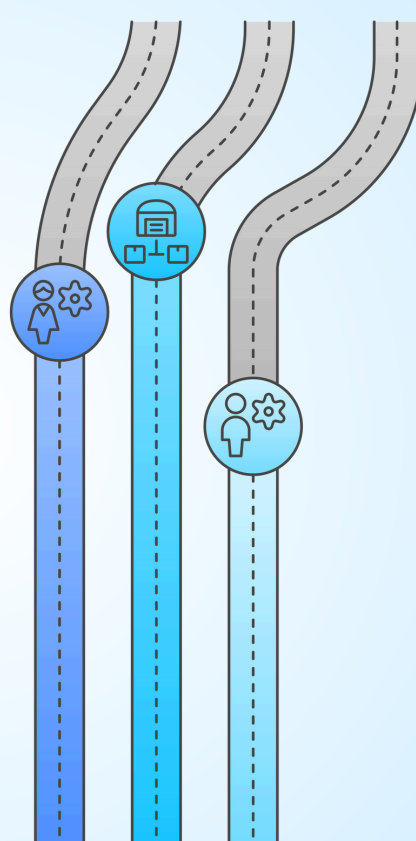
Integrated Operator Model
Efficient coordination but high fixed costs and limited flexibility

Wholesale + Retail Disaggregation
Regional disparities and coordination challenges

Retailer with Delegated Installation
Seamless inter-organizational orchestration needed

All models demand FSM solutions that ensure visibility, interoperability, and operational agility.

Systemic challenges in FSM

> **Fragmented Workflows**
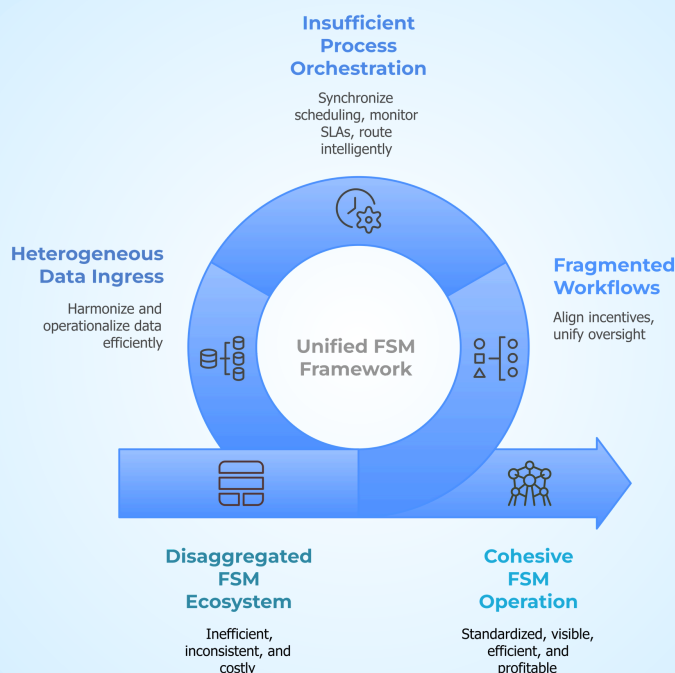> Misaligned KPIs and delays

> **Lack of Orchestration Beyond APIs**
> Real-time SLA tracking, routing, exception handling

> **Heterogeneous Data Inputs**
> CRMs, portals, and systems that don't talk to each other

Without synchronization, operators face delays, cost overruns, and inconsistent service quality.

Insufficient Process Orchestration
Synchronize scheduling, monitor SLAs, route intelligently

Heterogeneous Data Ingress
Harmonize and operationalize data efficiently

Fragmented Workflows
Align incentives, unify oversight

Unified FSM Framework

Disaggregated FSM Ecosystem
Inefficient, inconsistent, and costly

Cohesive FSM Operation
Standardized, visible, efficient, and profitable

From Fragmentation to Strategy
The #ICTQ Lens

To move from reactive coordination to strategic Field Service, telecom operators must optimize across four pillars
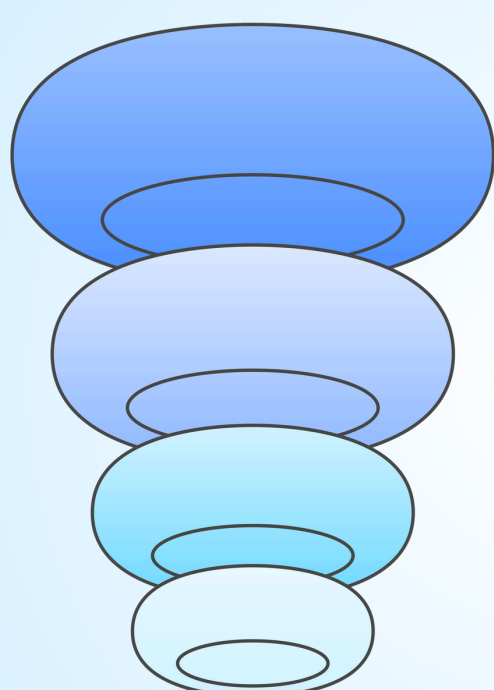
Increase Revenues
Explore new monetization channels

Reduce Costs
Streamline operations and minimize inefficiencies

Accelerate Time to Market
Enable faster service rollouts

Improve Service Quality
Enhance user experience and reliability

What Impact Can Smart FSM Have?

A Forrester study shows:

Advanced FSM platforms deliver up to 400% ROI in three years.

+16% efficiency gain, reduced travel times, improved first-time fix rates.

Rethink Field Service with Optare Solutions

With 22+ years in telecom OSS and FTTH, Optare Solutions helps operators streamline FSM through automation, orchestration, and real-time control—ensuring your field operations support growth, not complexity.